

AMENDMENT

In the Claims

Please amend the claims as shown below:

1. (currently amended) A computer-based method for managing delivery of ~~delivering~~ performance interventions to agents ~~in~~ of a contact center, comprising:

delivering performance interventions to at least one of the agents ~~in~~ of the contact center at a rate;

predicting a state of the contact center; and

responsive to the predicting step, adjusting the rate of delivering performance interventions.

2. (previously presented) The computer-based method of Claim 1, further comprising setting a state level, wherein the adjusting step comprises adjusting the rate of delivering performance interventions on the basis of the predicted state in relation to the state level.

3. (previously presented) The computer-based method of Claim 2, wherein the adjusting step further comprises adjusting the rate of delivering performance interventions on the basis of deviation between the predicted state and the state level.

4. (previously presented) The computer-based method of Claim 1, wherein predicting the state comprises receiving a monitored state from a component of the contact center.

5. (original) The computer-based method of Claim 2, further comprising the steps of:

determining if the adjusted rate of delivering performance interventions is sufficient to meet an intervention delivery objective; and

if the adjusted rate of delivering performance interventions is insufficient to meet the intervention delivery objective, adjusting the state level.

6. (original) The computer-based method of Claim 5, wherein the intervention delivery objective comprises delivering training in advance of a target completion time.

7. (previously presented) The computer-based method of Claim 1, wherein the step of predicting the state of the contact center comprises predicting the state of the contact center within a defined interval of time.

8. (original) The computer-based method of Claim 7, wherein the defined interval of time is within twenty four hours of a current time.

9. (previously presented) The computer-based method of Claim 1, wherein predicting the state of the contact center comprises predicting a performance of the contact center, and wherein the adjusting step comprises reducing the rate of delivering performance interventions if the predicted performance falls below a predetermined level.

10. (original) The computer-based method of Claim 9, wherein reducing the rate of delivering performance interventions comprises terminating a performance intervention prior to completing delivery of the performance intervention.

11. (previously presented) The computer-based method of Claim 1, wherein the step of predicting the state of the contact center comprises predicting contact volume or handle time.

12. (previously presented) The computer-based method of Claim 1, wherein the step of predicting the state of the contact center comprises predicting a performance of the contact center.

13. (previously presented) The computer-based method of Claim 1, wherein the step of predicting the state of the contact center comprises predicting at least one of a service level, an abandonment rate, a hold time, and a call volume.

14. (original) The computer-based method of Claim 1, wherein the adjusting step further comprises increasing the rate of delivering performance interventions if the state is above a predetermined level and decreasing the rate of delivering performance interventions if the state is below the predetermined level.

15. (previously presented) The computer-based method of Claim 1, wherein the state of the contact center comprises performance of the contact center and wherein delivering performance interventions comprises delivering computer-based training.

16. (previously presented) The computer-based method of Claim 1, wherein predicting the state of the contact center comprises predicting a performance of the contact center, and wherein the adjusting step comprises increasing the rate of delivering performance interventions if the predicted performance is above a predetermined level.

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17. (currently amended) A method for managing ~~delivering~~ delivery of performance interventions to agents ~~in~~ of a contact center, comprising the steps of:

determining a state of the contact center;

setting a state level for the contact center; and

determining a number of performance interventions for delivery to the agents during a future increment of time on the basis of a comparison between the state and the state level.

18. (original) The method of Claim 17, further comprising the steps of:

determining an agent performance for each of the agents; and

selecting certain agents from the agents to receive the performance interventions on the basis of the agent performances.

19. (original) The method of Claim 18, wherein determining the agent performances comprises ranking each agent, and wherein selecting certain agents further comprises selecting a first agent over a second agent if the first agent's rank indicates lower performance than the second agent's rank.

20. (currently amended) The method of Claim 17, wherein the step of determining the number of performance interventions for delivery during a future increment of time further comprises:

determining a first number if the state is above the state level; and

determining a second number if the state is below the state level, wherein the first number is larger than the second number.

21. (currently amended) The method of Claim 17, further comprising the steps of:

assigning a performance intervention to at least one of the agents ~~in~~ of the contact center;
and

selecting the at least one agent to receive the performance intervention on the basis of the assignment.

22. (original) The method of Claim 17, further comprising the steps of:
determining an agent parameter for at least one of the agents; and
selecting preferred agents from the at least one of the agents to receive the performance interventions on the basis of the agent parameter.

23. (previously presented) The method of Claim 22, wherein determining the state comprises predicting the state and the agent parameter comprises at least one of a performance intervention assignment and a metric of agent performance.

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24. (currently amended) A method for enhancing ~~delivering~~ performance ~~interventions to~~ of agents ~~in~~ of a contact center, comprising:

delivering ~~the~~ performance interventions to at least one of the agents ~~in~~ of the contact center at a current delivery rate;

identifying a time-sensitive performance intervention for delivery to at least one of the agents in advance of a time;

estimating if the time-sensitive performance intervention will be delivered in advance of the time based on the current delivery rate; and

if the estimating step indicates that the time-sensitive performance intervention will not be delivered in advance of the time, increasing the current delivery rate.

25. (previously presented) The method of Claim 24, further comprising the step of predicting a state of the contact center.

26. (original) The method of Claim 25, wherein the state of the contact center comprises at least one of a performance of the contact center, a service level, an abandonment rate, a hold time, and a call volume.

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27. (currently amended) A computer-based method for supplying performance interventions to agents ~~in~~ of a contact center, comprising:

providing performance interventions for delivery to at least one of the agents ~~in~~ of the contact center at a rate that is predetermined;

receiving a state, comprising contact volume, of the contact center; and

responsive to receiving the state of the contact center, changing the rate of providing performance interventions.

28. (original) The computer-based method of Claim 27, wherein the performance interventions are provided to a training system or a workforce management component associated with the contact center.

29. (original) The computer-based method of Claim 27, further comprising the step of receiving a state level.

30. (original) The computer-based method of Claim 29, further comprising:
comparing the state level and the state of the contact center; and
changing the rate of providing performance interventions based on the comparison.

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31. (currently amended) A method for managing agents ~~in~~ of a contact center, comprising:

receiving a first request for performance interventions to be delivered at a first rate;
responsive to the first request, delivering the performance interventions at a first rate; and
responsive to a change in a contact volume or a handle time of the contact center,
receiving a second request for the performance interventions to be delivered at a second rate.

32. (previously presented) The method of Claim 31, further comprising the step of delivering the performance interventions at the second rate in response to the second request.

33. (original) The method of Claim 31, wherein the performance interventions are delivered to the agents.

34. (original) The method of Claim 31, wherein the first request and the second request are received from a component of the contact center.

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35. (currently amended) A computer-readable medium having computer-executable instructions for performing the following steps:

delivering performance interventions to an agent ~~in~~ of a contact center at a rate;
predicting a state of the contact center; and
responsive to the predicting step, adjusting the rate of delivering performance interventions.

36. (original) The computer-readable medium of Claim 35, having computer-executable instructions for performing the following additional steps:

setting a state level;
comparing the state level to the state of the contact center; and
adjusting the rate of delivering performance interventions based on the comparison of the state level and the state of the contact center.

37. (previously presented) The computer-readable medium of Claim 35, wherein the step of predicting the state of the contact center comprises predicting one of a service level, an abandonment rate, a hold time, and a call volume.

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38. (new) The computer-based method of Claim 1,
wherein the delivering step comprises
during a present time, delivering performance interventions to at least one of the
agents of the contact center at a first rate;
wherein the predicting step comprises
predicting the state of the contact center at a future time; and
wherein the adjusting step comprises
responsive to the predicting step, specifying a second rate for delivering
performance interventions to at least one of the agents of the contact center during the future
time.
39. (new) The computer-based method of Claim 1, wherein the rate comprises an
indication of a number of training interventions transmitted per unit of time.
40. (new) The computer-based method of Claim 1, wherein predicting the state
comprises predicting beyond present or past times.
41. (new) The computer-based method of Claim 27, wherein the rate is greater than
zero and wherein the changed rate is greater than zero.
42. (new) The computer-based method of Claim 31, wherein the first rate and the
second rate each define a frequency of transmitting performance interventions over a network.
43. (new) The computer-based method of Claim 31, wherein the first rate and the
second rate each specify a respective amount of time between training events.

44. (new) A method for managing delivery of performance interventions to an agent of a contact center, comprising the steps of:

providing a time spacing between transmitting performance interventions to an agent of a contact center; and

adjusting the time spacing in response to predicting a state of the contact center at a future time.

45. (new) The method of Claim 44, wherein predicting a state of the contact center at a future time comprises predicting an increase in call volume in advance of the increase in call volume occurring.

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46. (new) A method for training an agent of a contact center, comprising the steps of:

establishing a frequency for transmitting training content to the agent;

determining state of the contact center; and

refining the frequency according to the determined state.

47. (new) The method of Claim 46, wherein determining the state of the contact center comprises forecasting the state for a future time, and

wherein the method further comprises the step of transmitting training content to the agent at the refined frequency during the future time.

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